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Occupational Employment and Wages in Jacksonville – May 2016

Workers in the Jacksonville Metropolitan Statistical Area had an average (mean) hourly wage of \$21.70 in May 2016, about 9 percent below the nationwide average of \$23.86, according to the U.S. Bureau of Labor Statistics. Regional Commissioner Janet S. Rankin noted that, after testing for statistical significance, wages in the local area were lower than their respective national averages in 13 of the 22 major occupational groups, including construction and extraction; legal; and computer and mathematical. Nine groups had wages that were not significantly different from their respective national averages, including transportation and material moving; management; and sales and related.

When compared to the nationwide distribution, local employment was more highly concentrated in 8 of the 22 occupational groups, including office and administrative support; business and financial operations; and sales and related. Conversely, 10 groups had employment shares significantly below their national representation, including production; management; and education, training, and library. (See [table A](#) and [box note](#) at end of release.)

Table A. Occupational employment and wages by major occupational group, United States and the Jacksonville Metropolitan Statistical Area, and measures of statistical significance, May 2016

Major occupational group	Percent of total employment		Mean hourly wage		
	United States	Jacksonville	United States	Jacksonville	Percent difference ⁽¹⁾
Total, all occupations	100.0	100.0	\$23.86	\$21.70*	-9
Management	5.1	3.4*	56.74	56.39	-1
Business and financial operations	5.2	6.5*	36.09	33.30*	-8
Computer and mathematical	3.0	2.7*	42.25	37.41*	-11
Architecture and engineering	1.8	1.2*	40.53	36.02*	-11
Life, physical, and social science	0.8	0.4*	35.06	28.71*	-18
Community and social service	1.4	1.0*	22.69	21.35*	-6
Legal	0.8	0.8	50.95	41.92*	-18
Education, training, and library	6.2	4.8*	26.21	25.00	-5
Arts, design, entertainment, sports, and media	1.4	1.1*	28.07	23.71*	-16
Healthcare practitioners and technical	5.9	6.7	38.06	33.96*	-11
Healthcare support	2.9	2.7	14.65	14.32	-2
Protective service	2.4	2.7*	22.03	17.72*	-20
Food preparation and serving related	9.2	10.1*	11.47	11.55	1
Building and grounds cleaning and maintenance	3.2	3.2	13.47	12.27*	-9
Personal care and service	3.2	2.6*	12.74	12.49	-2
Sales and related	10.4	11.5*	19.50	19.26	-1
Office and administrative support	15.7	18.4*	17.91	16.78*	-6
Farming, fishing, and forestry	0.3	0.1*	13.37	15.17	13

Note: See footnotes at end of table.

Table A. Occupational employment and wages by major occupational group, United States and the Jacksonville Metropolitan Statistical Area, and measures of statistical significance, May 2016 - Continued

Major occupational group	Percent of total employment		Mean hourly wage		
	United States	Jacksonville	United States	Jacksonville	Percent difference ⁽¹⁾
Construction and extraction.....	4.0	4.4*	23.51	18.79*	-20
Installation, maintenance, and repair	3.9	4.5*	22.45	20.81*	-7
Production	6.5	3.8*	17.88	17.56	-2
Transportation and material moving	6.9	7.5*	17.34	17.42	0

Footnotes:

(1) A positive percent difference measures how much the mean wage in the Jacksonville Metropolitan Statistical Area is above the national mean wage, while a negative difference reflects a lower wage.

* The percent share of employment or mean hourly wage for this area is significantly different from the national average of all areas at the 90-percent confidence level.

One occupational group—office and administrative support—was chosen to illustrate the diversity of data available for any of the 22 major occupational categories. Jacksonville had 118,830 jobs in office and administrative support, accounting for 18.4 percent of local area employment, significantly higher than the 15.7-percent share nationally. The average hourly wage for this occupational group locally was \$16.78, significantly below the national wage of \$17.91.

Some of the larger detailed occupations within the office and administrative support group included customer service representatives (20,840); secretaries and administrative assistants, except legal, medical, and executive (11,990); and general office clerks (11,790). Among the higher paying jobs were first-line supervisors of office and administrative support workers and cargo and freight agents, with mean hourly wages of \$26.71 and \$23.08, respectively. At the lower end of the wage scale were hotel, motel, and resort desk clerks (\$10.53) and stock clerks and order fillers (\$12.54). (Detailed occupational data for office and administrative support are presented in [table 1](#); for a complete listing of detailed occupations available go to www.bls.gov/oes/current/oes_27260.htm.)

Location quotients allow us to explore the occupational make-up of a metropolitan area by comparing the composition of jobs in an area relative to the national average. (See [table 1](#).) For example, a location quotient of 2.0 indicates that an occupation accounts for twice the share of employment in the area than it does nationally. In the Jacksonville Metropolitan Statistical Area, above-average concentrations of employment were found in some of the occupations within the office and administrative support group. For instance, loan interviewers and clerks were employed at 3.5 times the national rate in Jacksonville, and bill and account collectors, at 2.5 times the U.S. average. On the other hand, bookkeeping, accounting, and auditing clerks had a location quotient of 1.0 in Jacksonville, indicating that this particular occupation's local and national employment shares were similar.

These statistics are from the Occupational Employment Statistics (OES) survey, a federal-state cooperative program between BLS and State Workforce Agencies, in this case, the Florida Department of Economic Opportunity.

Note on Occupational Employment Statistics Data

A value that is statistically different from another does not necessarily mean that the difference has economic or practical significance. Statistical significance is concerned with the ability to make confident statements about a universe based on a sample. It is entirely possible that a large difference between two values is not significantly different statistically, while a small difference is, since both the size and heterogeneity of the sample affect the relative error of the data being tested.

Technical Note

The Occupational Employment Statistics (OES) survey is a semiannual mail survey measuring occupational employment and wage rates for wage and salary workers in nonfarm establishments in the United States. The OES data available from BLS include cross-industry occupational employment and wage estimates for the nation; over 650 areas, including states and the District of Columbia, metropolitan statistical areas (MSAs), metropolitan divisions, nonmetropolitan areas, and territories; national industry-specific estimates at the NAICS sector, 3-, 4-, and selected 5- and 6-digit industry levels, and national estimates by ownership across all industries and for schools and hospitals. OES data are available at www.bls.gov/oes/tables.htm.

OES estimates are constructed from a sample of about 1.2 million establishments. Each year, two semiannual panels of approximately 200,000 sampled establishments are contacted, one panel in May and the other in November. Responses are obtained by mail, Internet or other electronic means, email, telephone, or personal visit. The May 2016 estimates are based on responses from six semiannual panels collected over a 3-year period: May 2016, November 2015, May 2015, November 2014, May 2014, and November 2013. The overall national response rate for the six panels, based on the 50 states and the District of Columbia, is 73 percent based on establishments and 69 percent based on weighted sampled employment. The unweighted employment of sampled establishments across all six semiannual panels represents approximately 58 percent of total national employment. The sample in the Jacksonville Metropolitan Statistical Area included 3,879 establishments with a response rate of 73 percent. For more information about OES concepts and methodology, go to www.bls.gov/news.release/ocwage.tn.htm.

The May 2016 OES estimates are based on the 2010 Standard Occupational Classification (SOC) system and the 2012 North American Industry Classification System (NAICS). Information about the 2010 SOC is available on the BLS website at www.bls.gov/soc and information about the 2012 NAICS is available at www.bls.gov/bls/naics.htm.

Metropolitan area definitions

The substate area data published in this release reflect the standards and definitions established by the U.S. Office of Management and Budget.

The **Jacksonville, Fla. Metropolitan Statistical Area** includes Baker, Clay, Duval, Nassau, and St. Johns Counties.

Additional information

OES data are available on our regional web page at www.bls.gov/regions/southeast. Answers to frequently asked questions about the OES data are available at www.bls.gov/oes/oes_ques.htm. Detailed technical information about the OES survey is available in our Survey Methods and Reliability Statement on the BLS website at www.bls.gov/oes/current/methods_statement.pdf.

Information in this release will be made available to sensory impaired individuals upon request . Voice phone: (202) 691-5200; Federal Relay Service: (800) 877-8339.

Table 1. Employment and wage data from the Occupational Employment Statistics survey, by occupation, Jacksonville Metropolitan Statistical Area, May 2016

Occupation ⁽¹⁾	Employment		Mean wages	
	Level ⁽²⁾	Location quotient ⁽³⁾	Hourly	Annual ⁽⁴⁾
Office and administrative support occupations.....	118,830	1.2	\$16.78	\$34,890
First-line supervisors of office and administrative support workers.....	7,960	1.2	26.71	55,550
Switchboard operators, including answering service.....	500	1.2	11.95	24,860
Bill and account collectors.....	3,420	2.5	14.74	30,650
Billing and posting clerks.....	3,180	1.4	16.00	33,270
Bookkeeping, accounting, and auditing clerks.....	7,020	1.0	18.32	38,100
Gaming cage workers.....	50	0.6	10.59	22,030
Payroll and timekeeping clerks.....	470	0.6	19.49	40,530
Procurement clerks.....	260	0.8	19.89	41,360
Tellers.....	3,040	1.3	14.73	30,640
Financial clerks, all other.....	530	3.3	18.48	38,440
Brokerage clerks.....	390	1.4	25.77	53,590
Correspondence clerks.....	(5)	(5)	17.03	35,430
Court, municipal, and license clerks.....	250	0.4	17.73	36,880
Credit authorizers, checkers, and clerks.....	310	1.8	15.35	31,940
Customer service representatives.....	20,840	1.7	15.56	32,360
Eligibility interviewers, government programs.....	(5)	(5)	21.22	44,140
File clerks.....	1,540	2.6	13.45	27,970
Hotel, motel, and resort desk clerks.....	1,350	1.2	10.53	21,900
Interviewers, except eligibility and loan.....	640	0.8	15.89	33,060
Library assistants, clerical.....	300	0.7	12.43	25,850
Loan interviewers and clerks.....	3,570	3.5	20.75	43,150
Order clerks.....	440	0.5	14.78	30,730
Human resources assistants, except payroll and timekeeping.....	700	1.1	17.59	36,600
Receptionists and information clerks.....	5,050	1.1	13.25	27,560
Reservation and transportation ticket agents and travel clerks.....	430	0.6	18.52	38,530
Information and record clerks, all other.....	1,490	2.0	17.01	35,380
Cargo and freight agents.....	640	1.6	23.08	48,000
Couriers and messengers.....	210	0.6	13.93	28,980
Police, fire, and ambulance dispatchers.....	410	0.9	16.44	34,190
Dispatchers, except police, fire, and ambulance.....	1,080	1.2	17.86	37,140
Postal service clerks.....	230	0.6	24.32	50,590
Postal service mail carriers.....	1,250	0.8	25.19	52,400
Postal service mail sorters, processors, and processing machine operators.....	1,080	2.1	25.06	52,120
Production, planning, and expediting clerks.....	1,100	0.7	22.74	47,300
Shipping, receiving, and traffic clerks.....	2,680	0.9	16.73	34,790
Stock clerks and order fillers.....	10,000	1.1	12.54	26,090
Weighers, measurers, checkers, and samplers, recordkeeping.....	330	1.0	14.51	30,180
Executive secretaries and executive administrative assistants.....	3,160	1.1	23.80	49,510
Legal secretaries.....	770	0.9	19.71	41,000
Medical secretaries.....	1,530	0.6	15.20	31,620
Secretaries and administrative assistants, except legal, medical, and executive.....	11,990	1.1	15.75	32,770
Computer operators.....	200	1.0	22.15	46,060
Data entry keyers.....	1,540	1.7	14.53	30,230
Word processors and typists.....	220	0.7	15.31	31,840
Insurance claims and policy processing clerks.....	2,140	1.7	16.70	34,730
Mail clerks and mail machine operators, except postal service.....	570	1.4	14.03	29,170
Office clerks, general.....	11,790	0.9	14.03	29,190
Office machine operators, except computer.....	270	1.0	13.31	27,690

Note: See footnotes at end of table.

Table 1. Employment and wage data from the Occupational Employment Statistics survey, by occupation, Jacksonville Metropolitan Statistical Area, May 2016 - Continued

Occupation ⁽¹⁾	Employment		Mean wages	
	Level ⁽²⁾	Location quotient ⁽³⁾	Hourly	Annual ⁽⁴⁾
Office and administrative support workers, all other .	870	0.9	17.79	37,010

Footnotes:

(1) For a complete listing of all detailed occupations in the Jacksonville, FL Metropolitan Statistical Area, see www.bls.gov/oes/current/oes_27260.htm

(2) Estimates for detailed occupations do not sum to the totals because the totals include occupations not shown separately. Estimates do not include self-employed workers.

(3) The location quotient is the ratio of the area concentration of occupational employment to the national average concentration. A location quotient greater than one indicates the occupation has a higher share of employment than average, and a location quotient less than one indicates the occupation is less prevalent in the area than average.

(4) Annual wages have been calculated by multiplying the hourly mean wage by a "year-round, full-time" hours figure of 2,080 hours; for those occupations where there is not an hourly mean wage published, the annual wage has been directly calculated from the reported survey data.

(5) Estimate not released.